HOW DOES MEDIATION WORK UNDER REDRESS?

1. After contacting the EEO office to request counseling, you will be offered the option of going to mediation in addition to receiving EEO counseling. You may request EEO counseling by calling:
   - 888-EEO-USPS (888-336-8777)
   - TTY: 888-325-2914

2. Every effort will be made to schedule your mediation within 2 to 3 weeks of your request.

3. The process starts with the mediator explaining how mediation works and answering your questions. You and your supervisor will each have the opportunity to tell your side of the dispute.

4. When a settlement is reached, the settlement will be binding on everyone.

5. If a settlement is not reached, you have lost nothing. You can continue to pursue your EEO rights through counseling efforts and by filing a formal complaint.

CONSIDER REDRESS IF:
   - You are looking for a fast way to resolve your EEO dispute.
   - You believe that a mediator may assist you in resolving your dispute.

CONFLICT RESOLUTION THAT WORKS!
WHAT IS REDRESS®?
REDRESS is a Postal Service™ mediation program providing an informal and speedy addition to the traditional Equal Employment Opportunity (EEO) process.

WHY CHOOSE MEDIATION UNDER THE REDRESS PROGRAM?

Mediation Is Fast
Mediation gives you a chance to meet face-to-face with your supervisor soon after the dispute arises.

Mediation Is Informal
No witnesses are called. Nobody testifies under oath. No complicated procedures and technicalities get in your way.

Mediation Allows Representatives
You are entitled to bring a representative of your choice to the mediation.

Mediators Do Not Make Decisions or Force Decisions on You
Mediators are trained to work with all parties to help them find solutions to their dispute. An agreement crafted by the people involved is almost always more satisfying and more lasting than an agreement dictated by an outside third party.

Mediators Are Impartial
Mediators are trained, experienced, third-party neutrals.

Mediation Is Free
There is no cost to you for mediation.

Mediation Is Confidential
The mediator will not share information about anything discussed during mediation. After the mediation is over, the mediator destroys all of his or her discussion notes.
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